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9-1-1

Sherman County Communications & Emergency Management

FCC MAIL ROOM

OCT 11 1996

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October 7, 1996

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Secretary
Federal Communications Commission
1919 M Street N. W.
Washington, D.C. 20554

RE: CC Docket No. 92-105, 3 Digit Non-Emergency Number

Dear Sir,

As the Director of a 9-1-1 Communications Center, I feel that it is important to address the Commissions proposal on a National 3 Digit Non-Emergency Number. Even though 9-1-1 is almost thirty years old, there are many jurisdictions that do not have even the basic service at this time. Now we are talking about confusing the issue with a non-emergency N-1-1 system.

Those Cities that scream about the 9-1-1 system being broken or are over taxed with calls are in that position due to the lack of education on what 9-1-1 is for. We need to spend more time, money and effort to see that the public is informed on the use of the system and to see that all citizens have the capability to use 9-1-1 before we concern ourselves with a non-emergency number.

There are many problems that remain to be solved about how a non-emergency number could be utilized by the general public and how the communications centers could handle the load created by the issuance of a new number. But something I feel is very important to point out on this issue is that if we are having problems training the public to know when to use 9-1-1, then how can we instruct them on how to decide between 9-1-1 and N-1-1 the new non-emergency number? What happens when they decide that it probably doesn't classify as an emergency and they use N-1-1, and there is a delay in the call being answered, because the Communications Officers are putting the 9-1-1 calls ahead of the others and someone dies? Who bears the blame, will we just hear again on "60 Minutes" and "Dateline" that the 9-1-1 system failed again?

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Mary K. Messamore, Director

204 W. 11th, Goodland, KS 67735 • 913/899-4575 Fax 913/899-4580

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OCT 11 1996
Thank you for this opportunity to address you and please consider all of these items when you look at creating a new NIT system. I truly feel it's time to take care of what we have on line before we take any other steps.

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Sincerely yours,

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Mary Messamore

CC: Contractor for Public Records Duplication
ITS Inc.
2100 M Street N. W. , Suite 140
Washington, D.C. 20037

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City of Cincinnati



Department of Safety
Division of Police

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310 Ezzard Charles Drive
Cincinnati, Ohio 45214
(513) 352-3536
(513) 352-2949 (FAX)

Michael C. Snowden
Police Chief

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October 7, 1996

Secretary, Federal Communications Commission
1919 M Street, N.W.
Washington, D.C. 20554

Re: CC Docket No. 92-105

Dear Secretary:

The purpose of this letter is to express my qualified support of a non-emergency number such as N11 or 311.

I offer support because Cincinnati is one jurisdiction in which the 911 system has become overburdened with non-emergency calls. There are concerns, however, which must be taken into account.

First, in our agency and in many others, the non-emergency calls will be answered by the same pool of operators that now answer 911. The number of calls will not be reduced by the new number, they may actually increase as it is publicized.

Secondly, the operators in the communications center are highly trained professionals who evaluate each call for its emergency status. Establishment of a non-emergency number requires members of the public who are untrained and are under stress to make the determination if they have an emergency or not.

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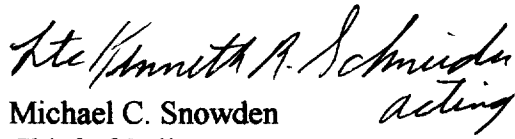
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Non-Emergency Number
Page 2

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Finally, 911 is not yet a fact of life in 100% of counties across the country. Any information regarding or financial support for a non-emergency number must not detract from efforts to accomplish 100% coverage of 911.

Sincerely,


Michael C. Snowden
Chief of Police

cc: ITS Inc., 2100 M Street N.W.
Suite 140, Washington D.C. 20554

FCC MAIL ROOM
Albert J. Hlibok
43-74 166th Street
Flushing, New York 11358

EX PARTE OR LATE FILED

October 9, 1996

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The Secretary
Federal Communications Commission
1919 M Street, NW
Washington, DC 20554

Re: CC DOCKET NO.92-105
PLEADING CYCLE ESTABLISHED FOR REQUEST OF THE UNITED STATES
DEPARTMENT OF JUSTICE THAT 311 BE RESERVED FOR USE BY
COMMUNITIES FOR NON-EMERGENCY POLICE TELEPHONE CALLS.

The state of New York has the ineffective 911 emergency systems for the people with disabilities of communications...deaf, hard of hearing, speech impaired and language impaired. Out of 60 counties, 50 have 911 system installed, some up to par, and the rest subpar. New York City is installing a newer 911 emergency system and has not yet fully implemented to meet the criteria of full accessibility for all peoples of the city. The city has 134 languages to oversee for such emergency phone calls. The entire state of New York truly needs a realistic technological state of art of 911 emergency system to preserve and maintain the safety of all the citizens, likewise of all other states. And they are not at all effectively implemented.

The installed 311 emergency system is the present answer to the problems mentioned above.

311, for any emergency purposes, IS A LIFESAVER TO THE PEOPLE WITH DISABILITIES OF COMMUNICATIONS.

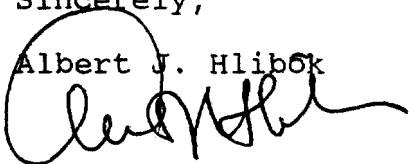
311 emergency system is very effective and up to par in answering all emergency calls. The end result of this 311 system is praiseworthy! This 311 system should not be taken away for any non-emergency purposes. If so, it will confuse the 311 users and also confuse the differences of the intentions between the emergency calls and the non-emergency calls.

Yes, if DOJ needs a N11 non-emergency system, there are many other NNN numbers available through the Interchangeable Numbering Plan Area (INPA) and they are easily remembered..222, 333, 444, and other available NNN numbers. Recently a 888 number was added to the 800 number for such nationwide telephone usage.

The Commission should encourage DOJ to use other NNN number, instead of the already used 311 system.

Sincerely,

Albert J. Hlibok



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GOVERNMENT OF THE DISTRICT OF COLUMBIA
METROPOLITAN POLICE DEPARTMENT

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Secretary
Federal Communications Commission
1919 M Street, N.W.
Washington, D.C. 20554

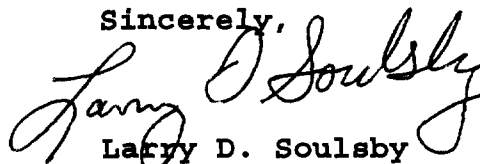
Reference: CC Docket Number 92-105

Dear Secretary:

The purpose of this correspondence is to express my strong support for an N-1-1 code, specifically 3-1-1-, to be reserved on a national basis for use by communities for non-emergency police calls. The Metropolitan Police Department began the use of a non-emergency number in 1990. As a result, we have seen a dramatic decrease in calls placed to the 911 number. After heavily publicizing our seven digit non-emergency number we now receive 52% of our calls for police service on this number. As is readily apparent, the use of a uniform non-emergency number will benefit every person needing police service.

Therefore, I urge you to favorably consider the request made by the Community Oriented Policing Services Office. As is apparent in Washington, D.C., the positive impact on public safety would be significant with this new number.

Sincerely,


Larry D. Soulsby
Chief of Police

cc. ITS, Inc.

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MINNEAPOLIS POLICE DEPARTMENT
350 South Fifth Street - Room 130
Minneapolis MN 55415-1389

Office (612) 673-2853

Robert K. Olson
Chief of Police

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October 7, 1996

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Secretary
Federal Communications System
1919 M Street N.W.
Washington, DC 20554

RE: CC Docket 92-105

Dear Mr. Secretary:

The Minneapolis Police Department wishes to express its support for the proposed creation of the non-emergency telephone code of 311. Minneapolis has been experiencing what most major cities are experiencing--an overload at 911 where we have found that 911 is driving our Police Department and we are not driving 911. With significant options being investigated nationwide, I believe it is appropriate that this three digit number be set aside at this time.

In Minneapolis, we are currently constructing a new precinct which we hope will also have a model system of responding to citizen complaints which will involve a new way of dealing with 911 calls. In the meantime, our calls into the 911 center continue to rise and put stress on an already overloaded system.

Thank you for your consideration.

Sincerely,

ROBERT K. OLSON
Chief of Police
Minneapolis Police Department

RKO:njw

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